

The Honorable Michael K. Powell
Chairman
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Dear Chairman Powell:

As a customer of DIRECTV, I am writing to urge you to support the pending merger of EchoStar and HUGHES, the parent company of DIRECTV. I believe the merger will increase video and broadband choices for consumers like me who live in a non cable service area.

The combined company will be a much stronger competitor to cable operators by being able to offer me a substantial number of local TV channels via satellite in my market area.

I currently have broadband access to the Internet, but the combination of EchoStar and HUGHES will result in increased competition in the broadband market by providing an affordable high-speed Internet service nationwide via satellite.

I appreciate your consideration of my views.

P.S. I have just one question: 'Will the customer support of Dish Network be the prevailing support system or will it be DirecTV's?'

If it's DirecTV's system of support, then I'll fully put forth my support of this merger.

If it's Dish Network then I'll only fully support this merger if (1) one Dish Network improves there handling of customer support and (2) two inproves there handling of billing, autopay, overpay, and refund issues resulting from an overpay (i.e. Say 'Sorry, we'll refund the overpay amount immediatly'. Then credit your account, with the excuse of 'The billing deparment said that we can not issue a refund check, only programming credit. Now, lets take this a step further. You have done everything to get the amount refunded, you are told that a refund check will be issued in 30-60 days, you check up on this from time to time to make sure that a check WAS issued, but you find out that the overcharged amount was credit to programming instead, now you can't pay that all inportant power bill.

If that is going to be the support system of the merger then NO WAY!!

Thanks for reading.

Sincerely,

Paul Anderson
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